

FIG. 1

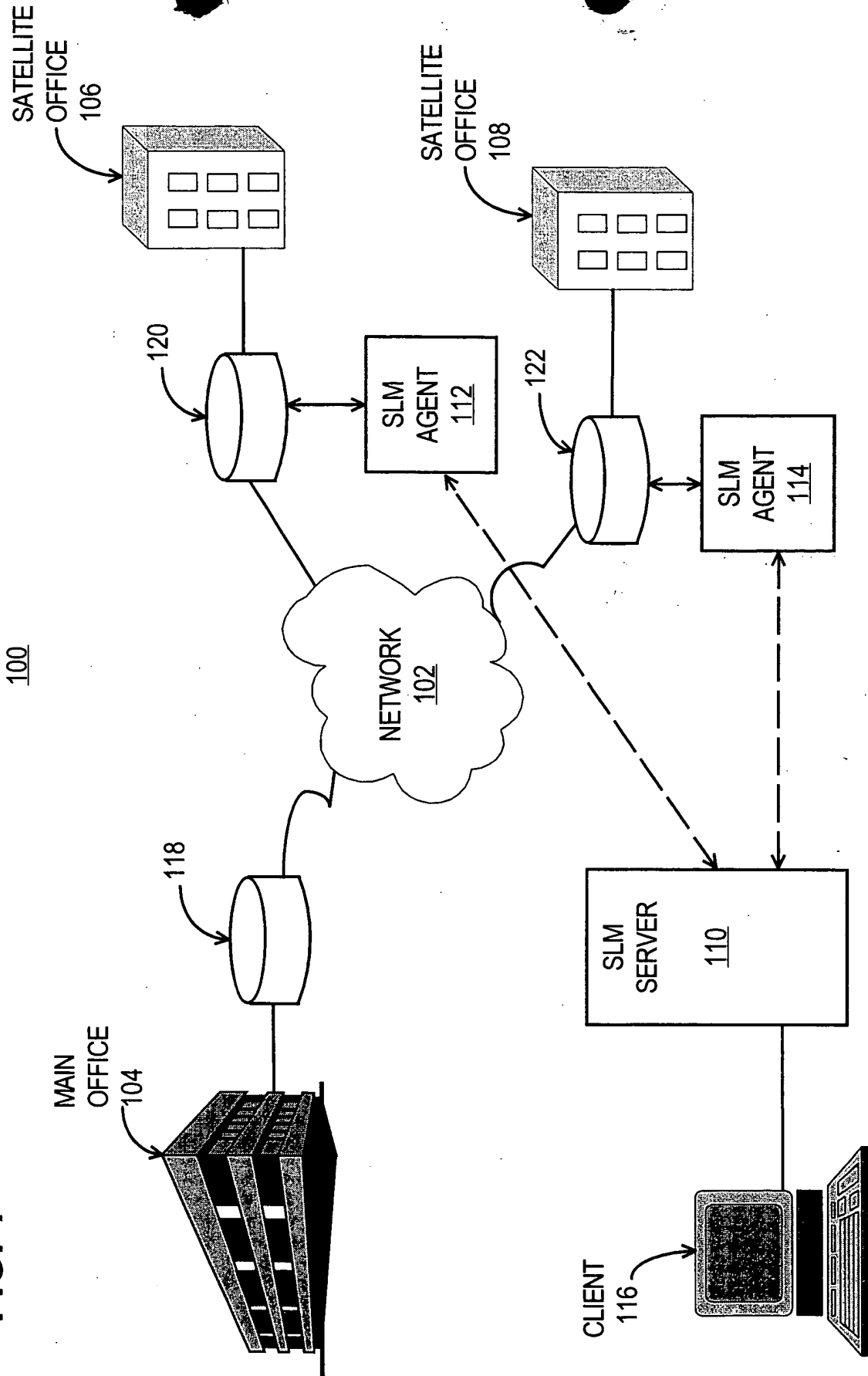


FIG. 2A

200

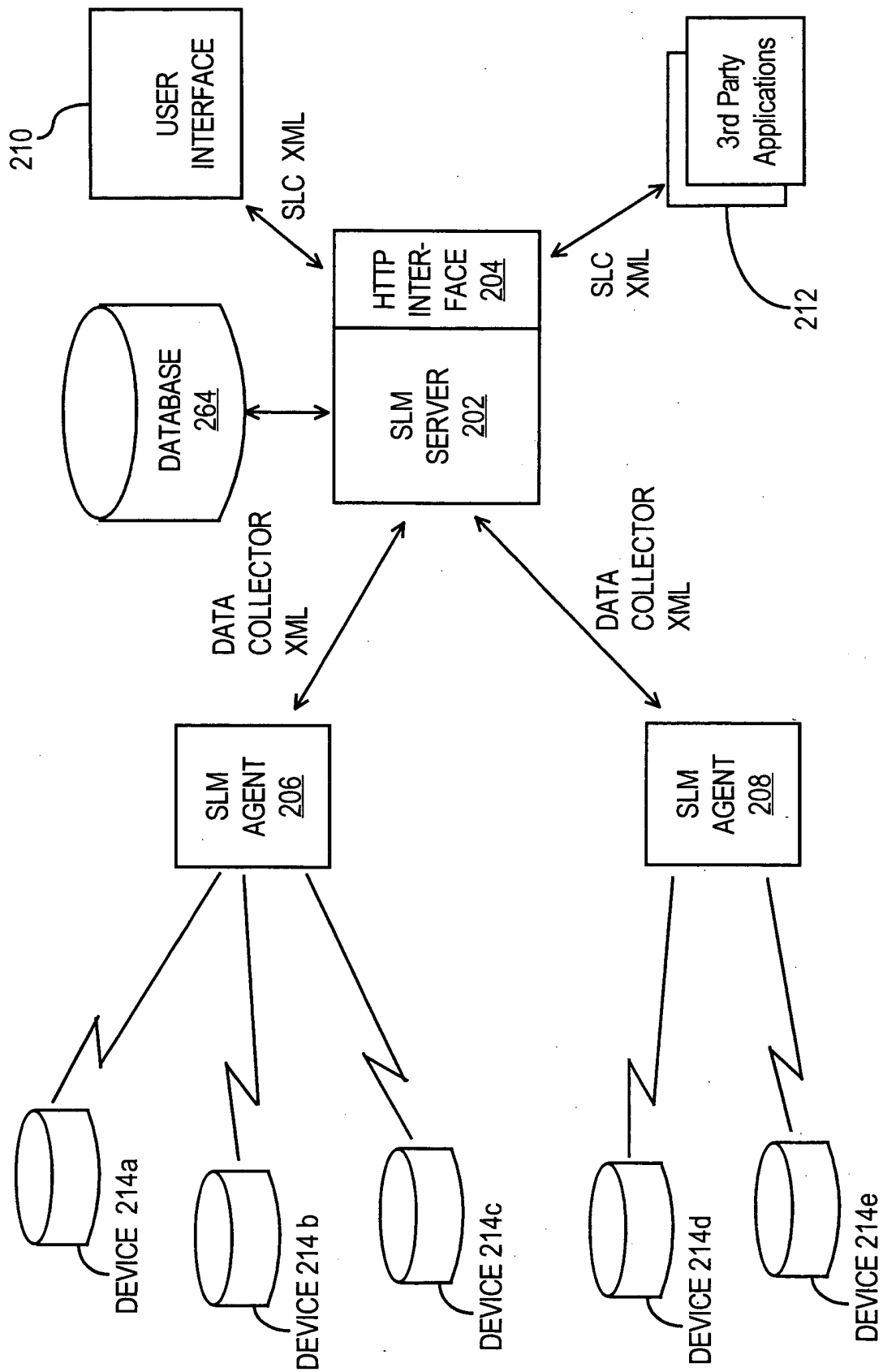


FIG. 2B

250

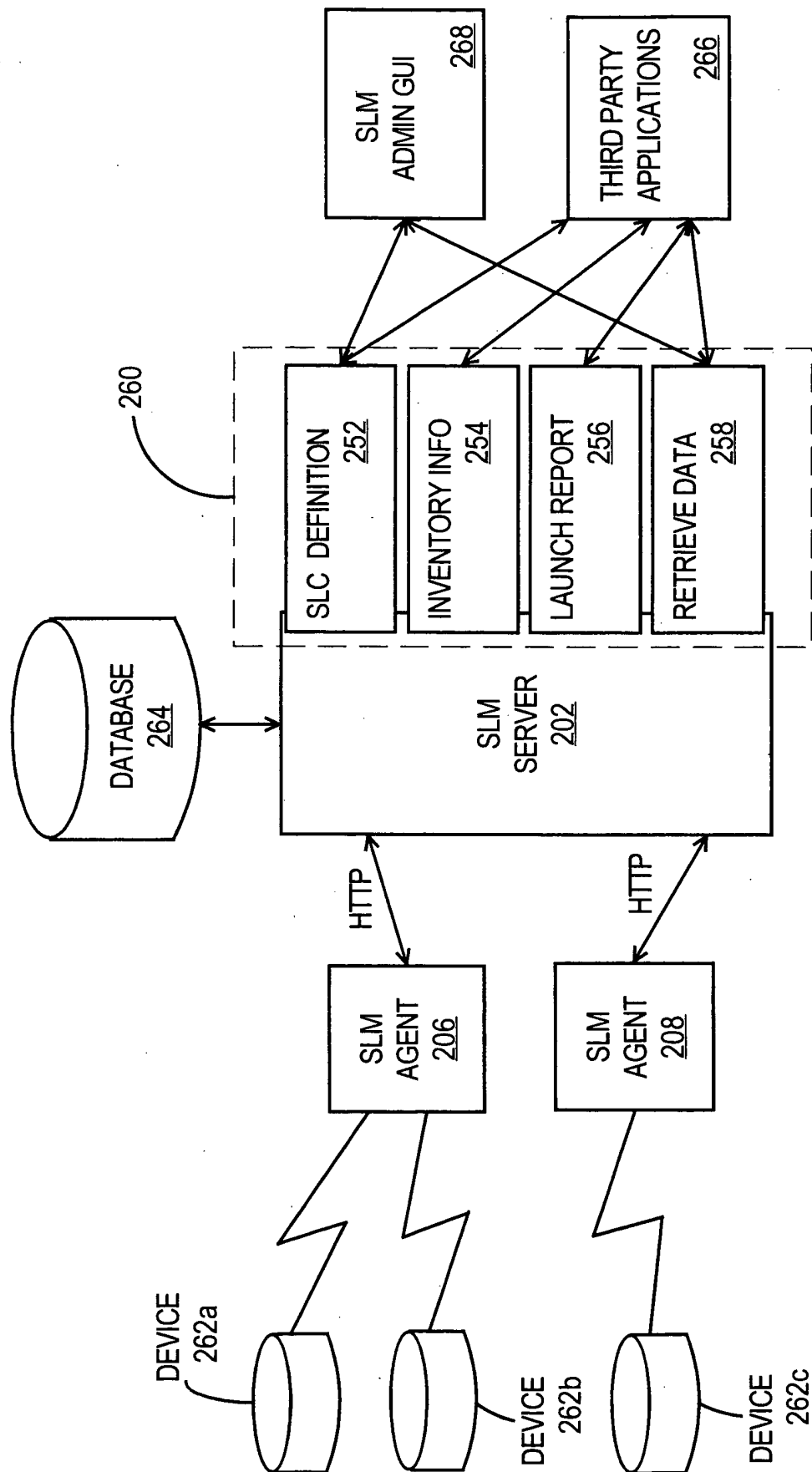


FIG. 3A

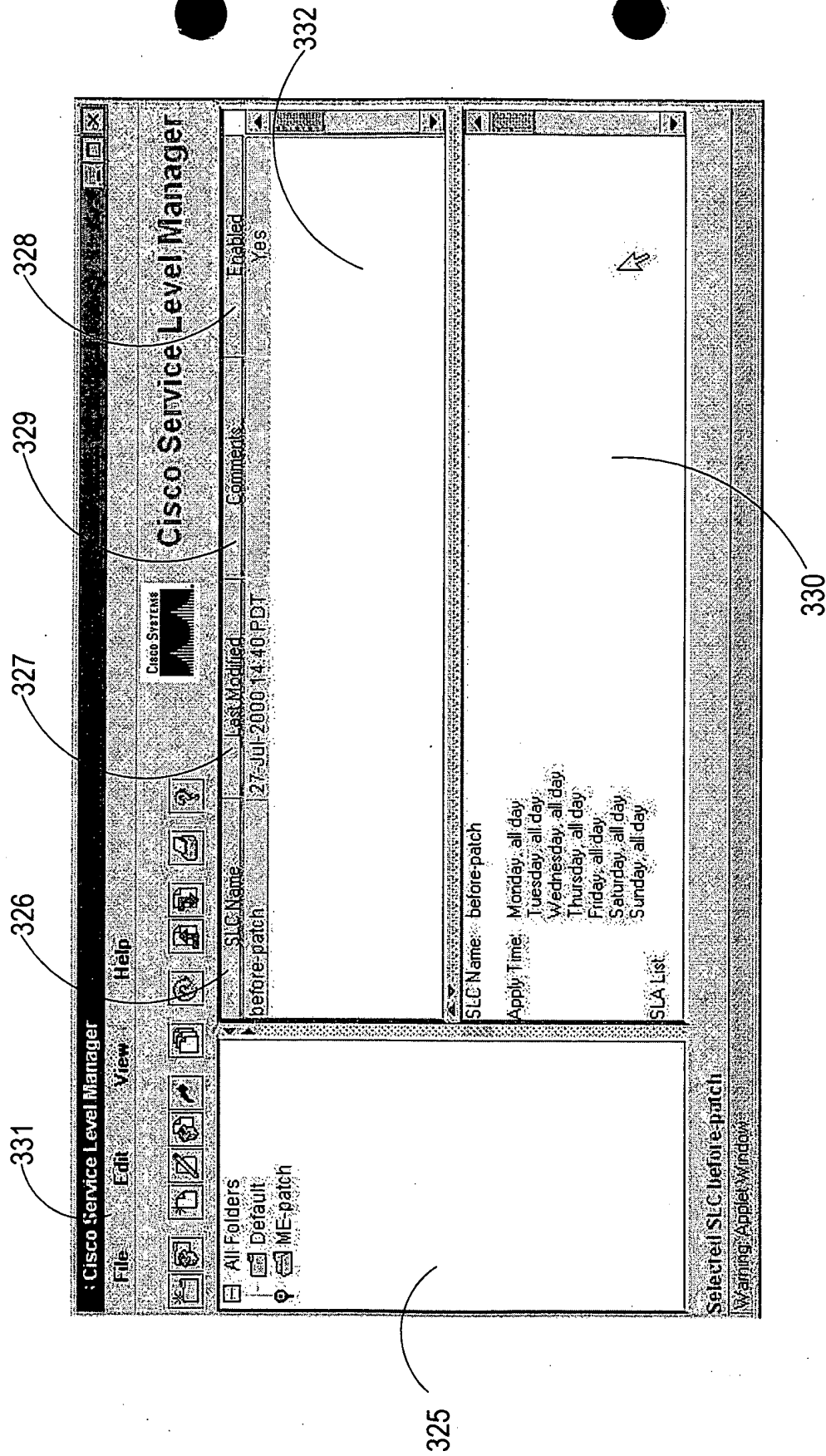


FIG. 3B

20000332200

302

The screenshot shows a software window titled ": Define SLC in Folder Default". The window contains the following elements:

- Title Bar:** Contains standard window control buttons (minimize, maximize, close) and the title text.
- Section Header:** "Define SLC in Folder Default" is displayed at the top of the main content area.
- Name Field:** A text input field labeled "Name" containing the text "Sample Service Level Contract".
- Enabled Checkbox:** A checkbox labeled "Enabled" which is checked.
- Comments Field:** A text area labeled "Comments" containing the text "An SLC represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer."
- SLC Applies Section:** A section titled "SLC Applies" containing a table with columns for days of the week and time ranges.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
All day	All day	All day	All day	All day	All day	All day
All day	All day	All day	All day	All day	All day	All day
- SLA Items in This SLC Section:** A section titled "SLA Items in This SLC" containing a table with columns for SLA Name, Type, and Comments.

SLA Name	Type	Comments
Round trip latency	Round Trip Response - ICMP	Tests latency between each branch...
- Action Buttons:** A row of buttons labeled "New", "Edit", and "Delete" is located below the SLA items table.
- Footer Buttons:** A row of buttons labeled "Apply", "OK", "Cancel", and "Help" is located at the bottom of the window.

Reference numerals are placed around the window to identify specific components:

- 337: Title bar area
- 338: Name field
- 339: Enabled checkbox
- 346: SLC Applies table
- 347: SLA Items in This SLC table
- 342: "All day" text in the SLC Applies table
- 345: "New" button
- 348: "Round trip latency" text in the SLA items table
- 354: Comments field
- 350: "Apply" button
- 351: "OK" button
- 352: "Cancel" button
- 353: "Help" button

FIG. 3C

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Define SLA - Round-Trip Response

SLA Wizard

1. Define SLA Name

2. Select Device Pairs

3. Define Thresholds

Legend

Valid Data

Invalid Data

No Data

Define SLA

Name

Round trip latency

Comments

Tests latency between each branch office

Sampling Interval

5 minutes

Round-Trip Response

ICMP Echo

Payload Size

28

Type of Service

0

Back

Next

Cancel

Help

FIG. 3D

304

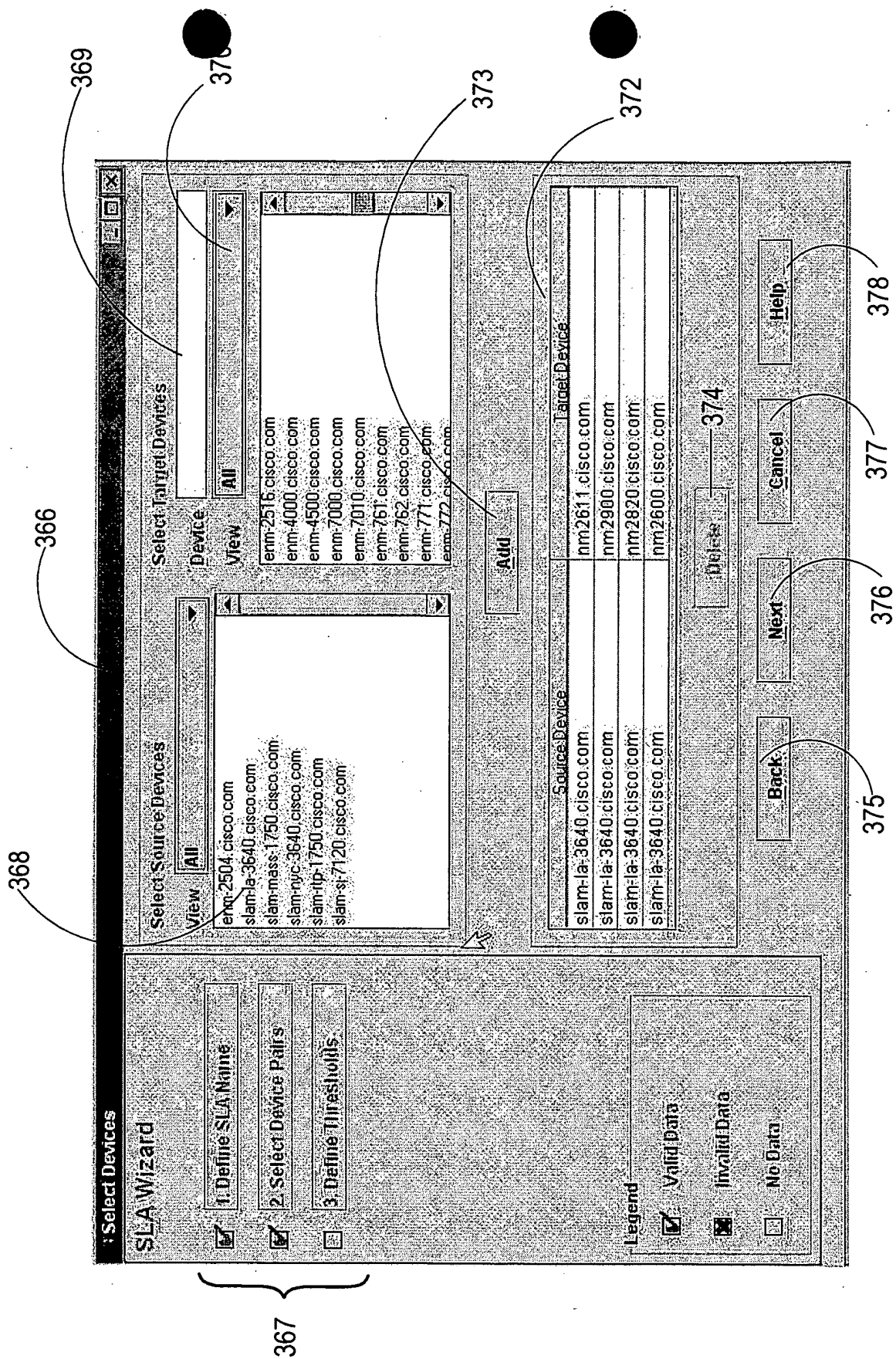


FIG. 3E

305

DATE: 03/26/00

SLA Wizard

☒ 1. Define SLA Name

☒ 2. Select Device Pairs

☒ 3. Define Thresholds

Legend

☒ Valid Data

☒ Invalid Data

☐ No Data

Apply Mon all day, Tue all day, Wed all day, Thu all day, Fri all day, Sat all day, Sun all day

Round-Trip Latency

Daily Threshold

Latency shall not exceed

200 milliseconds average per hour.

Monthly Threshold

Latency shall not exceed

200 milliseconds average per day.

Availability

Monthly Threshold

Daily average availability shall be at least

99.0 percent of a day.

Yearly Threshold

Monthly average availability shall be at least

99.0 percent of a month.

Back

Finish

Cancel

Help

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FIG. 4

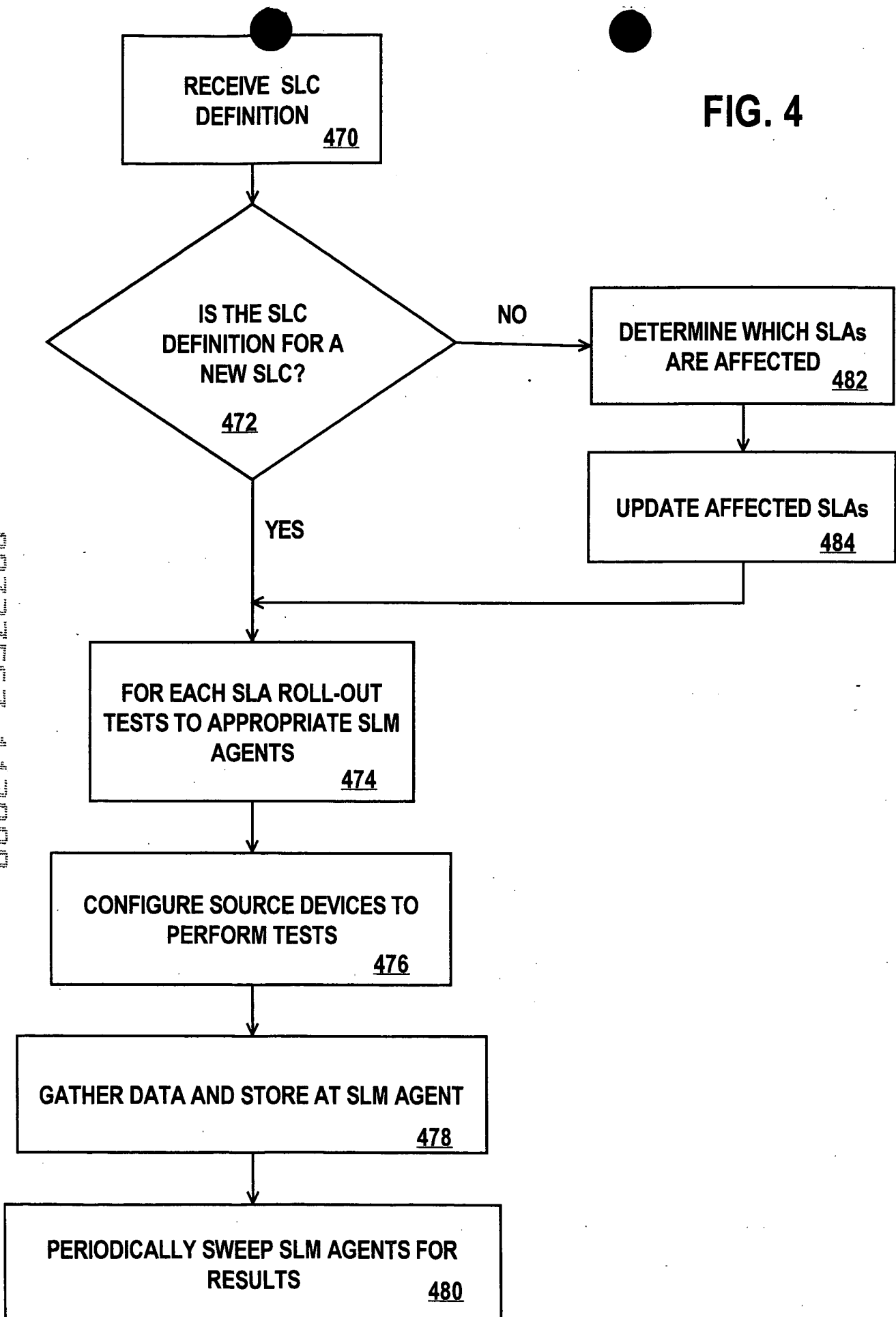


FIG. 5A

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Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

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Cisco Service Level Mgr: SLC Summary Report

Browse:

- test
- smoketest
- udp
- http
- litter
- icmp
- Van-test
- Default

Select Report Date:

Sunday, 06-Aug-2000

Aug 2000

2000

Go

Daily Reports:

Monthly Reports:

Yearly Reports:

SLC Summary Daily Report

Sunday, 06-Aug-2000

Back Print

530

test

Device Pairs With Valid Data

55% (5/9)

Exceptions

0% (0/5)

Enabled

Yes

SLC Name

smoketest

Back Print

533

521

532

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FIG. 5B

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

Cisco Systems
Cisco Service Level Mgr: SLC Detailed Report

Refresh
Edit SLC
Help

538
537
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Browso

fest1
smoketest
udp
http
filter
icmp
Van test
Default

Select Report Date:
Daily Reports:
Monthly Reports:
Yearly Reports:
Sunday, 06-Aug-2000
Aug 2000
2000
Go

SLC Detail Daily Report
Sunday, 06 Aug 2000
542
543
544

SLA
Exceptions

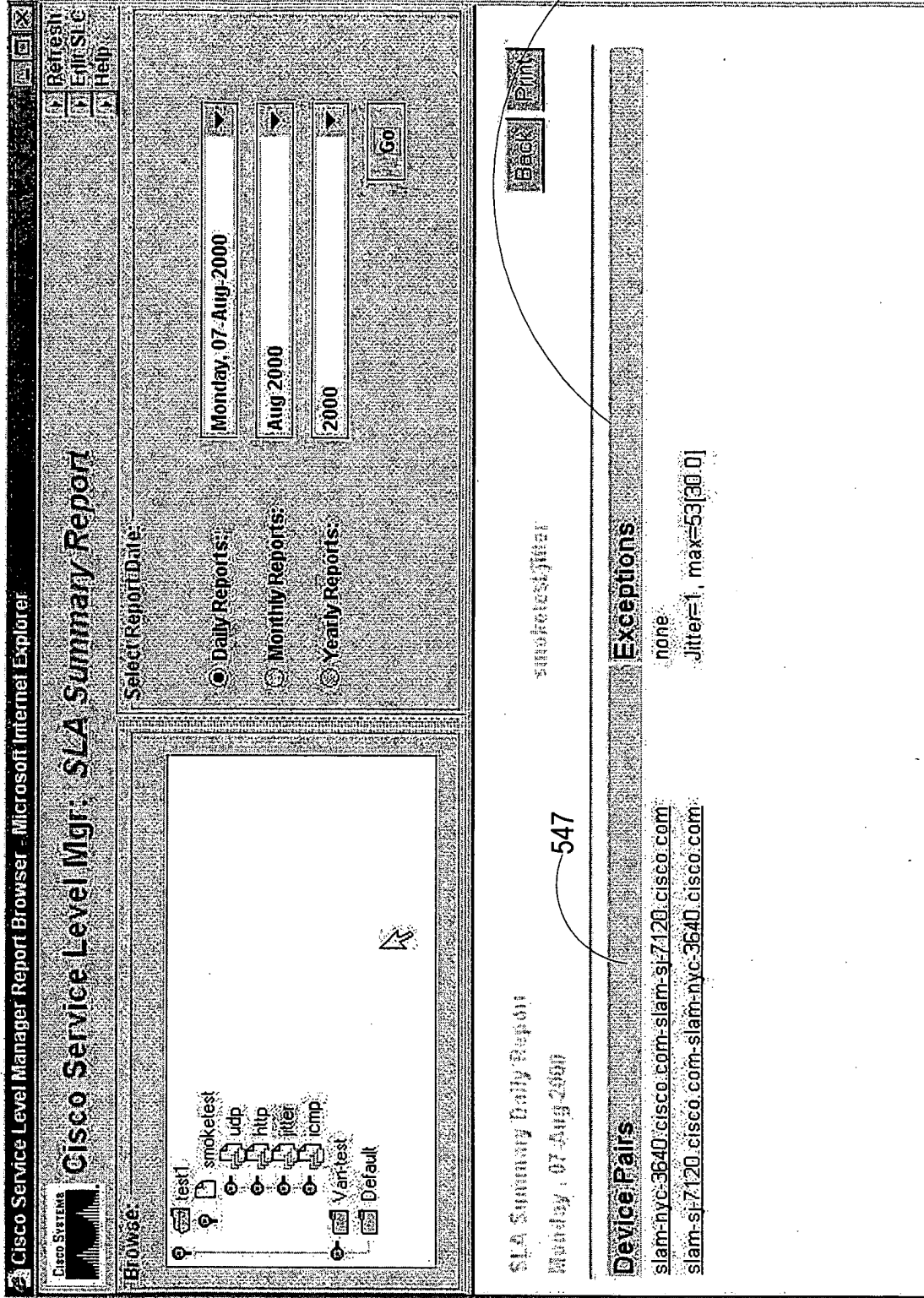
541

slam-nyc-3640.cisco.com-whew-u10
slam-nyc-3640.cisco.com-www.yahoo.com
http
slam-nyc-3640.cisco.com-www.ibm.com

none
no valid data
no valid data

FIG. 5C

502



546

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549

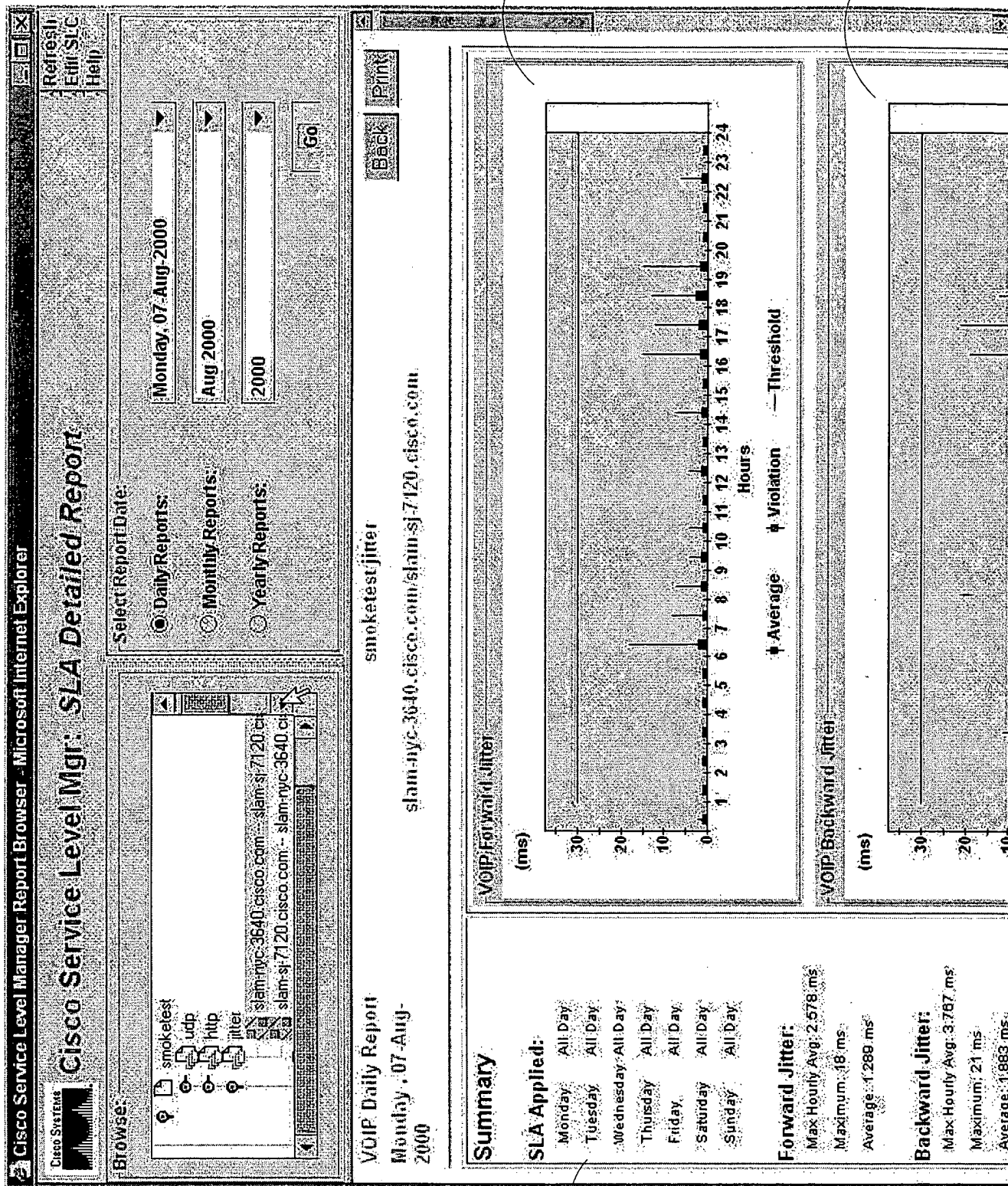
[illegible]

554



FIG. 5E

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FIG. 6

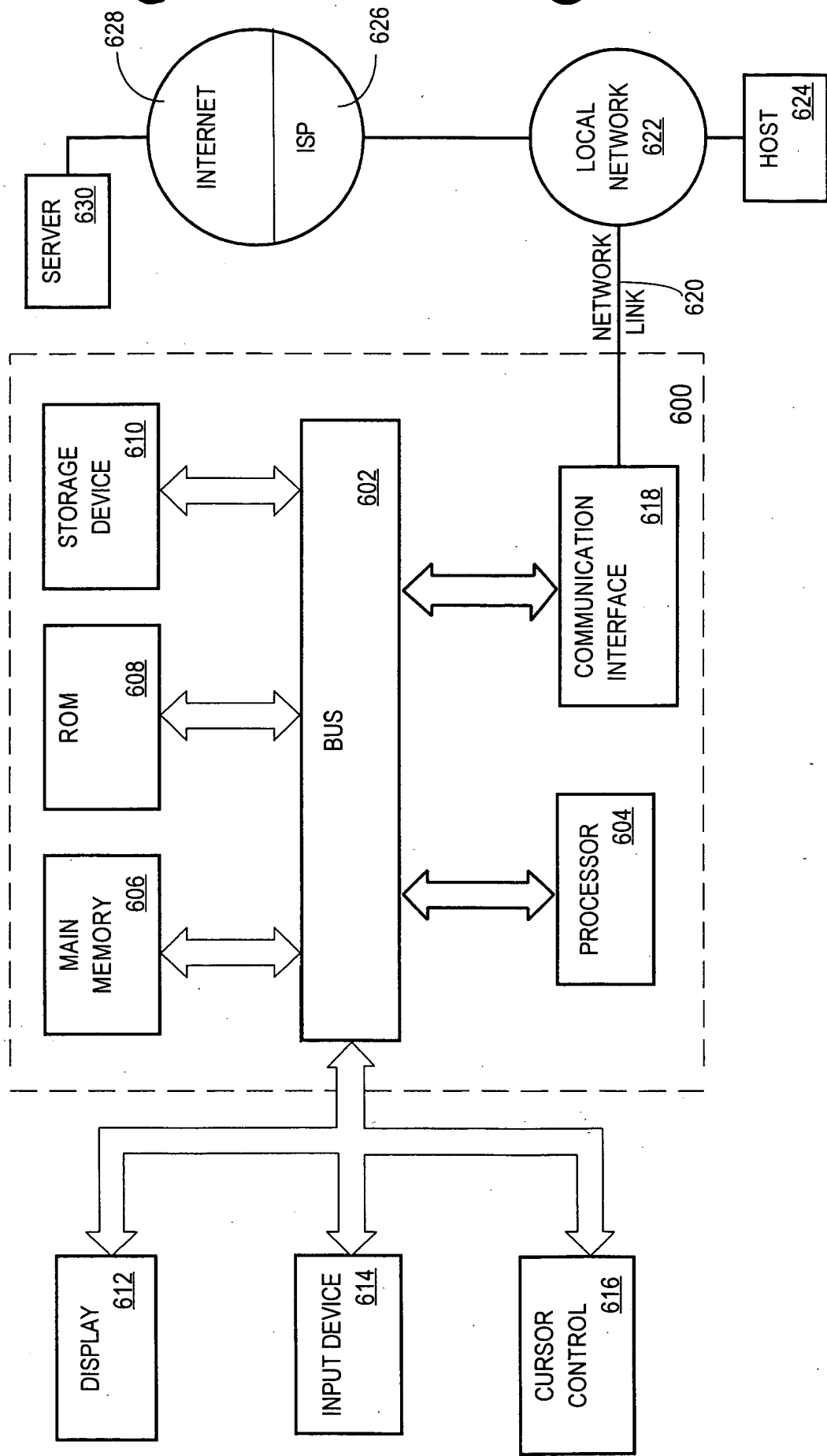


FIG. 7

700

